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› JOOAN Dual Lens Security Camera Outdoor 5G / 2.4g WiFi Auto Ttracking for Home Surveillance Camera Indoor Color Night PTZ 2 Way Audio Support Cloud/Card Storage Plug-in User Manual

JOOAN W3-U

User Manual

JOOAN DUAL LENS SECURITY CAMERA

Model: W3-U

Brand: JOOAN

1. INTRODUCTION

Thank you for choosing the JOOAN Dual Lens Security Camera. This advanced surveillance system is designed to provide comprehensive monitoring for your home or business, both indoors and outdoors. Featuring dual lenses, flexible connectivity options including 5G/2.4G WiFi, and intelligent auto-tracking, this camera ensures reliable and detailed security coverage. This manual will guide you through the setup, operation, and maintenance of your new security camera.



Figure 1.1: JOOAN Dual Lens Security Camera and its mobile application interface.

2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package. If any items are missing or damaged, please contact customer support.

- JOOAN Dual Lens Security Camera (W3-U) x 1
- 5V 1.5A Power Supply x 1
- 3 Meter Power Cord x 1
- Quick User Guide (Technical Manual) x 1
- Screwdriver x 1
- Mounting Screws and Wall Plugs x 1 set

Note: The camera is powered by a plug and does not contain an internal battery.

家族共有

家族で画面を共有できます



01 とうさま



02 お母さん



03 お祖父様



くわえて



Figure 2.1: Included items in the product package.

3. PRODUCT OVERVIEW

3.1 Camera Components

The JOOAN Dual Lens Security Camera features a robust design with two distinct camera modules. The upper camera is rotatable, while the lower camera is fixed, providing comprehensive coverage. It includes dual antennas for stable wireless connection, LED lights for night vision, and integrated microphone and speaker for two-way audio communication.



Figure 3.1: Camera's Pan-Tilt-Zoom (PTZ) capabilities.

3.2 Key Features

- **Dual Lens System:** Monitor two different areas simultaneously with independent camera views.
- **PTZ 360° Rotation & Auto Tracking:** The upper camera can pan 355° horizontally and tilt 90° vertically. It also supports automatic tracking of detected motion.
- **Dual-Band WiFi (5G/2.4G) & Wired Connectivity:** Offers flexible and stable network connection options.
- **Two-Way Audio:** Communicate directly through the camera using the built-in microphone and speaker.
- **IP66 Weatherproof:** Designed for outdoor use, resistant to dust and water.
- **Advanced Night Vision:** Supports infrared night vision, full-color night vision, and smart color night vision for clear images in low light.
- **Customizable Motion Detection & Alerts:** Set detection zones, sensitivity, and receive instant notifications with various alarm options.
- **Flexible Storage:** Supports both cloud storage (30-day free trial) and local MicroSD card storage (8-256GB, card not included).



Figure 3.2: Overview of camera features.

4. SETUP

4.1 Powering On

1. Connect the provided 5V 1.5A power adapter to the camera's power port.
2. Plug the power adapter into a standard electrical outlet.
3. The camera will power on and initiate its self-test sequence.

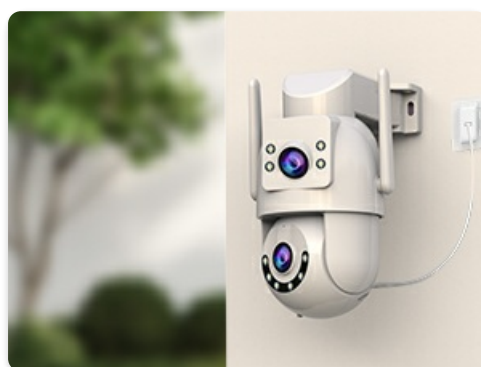


Figure 4.1: Connecting the camera to power.

4.2 App Installation

1. Scan the QR code provided in the Quick User Guide or search for "cam720" in your mobile app store (Google Play Store for Android or Apple App Store for iOS).
2. Download and install the "cam720" application on your smartphone.
3. Register a new account or log in if you already have one.

4.3 Network Connection

The camera supports multiple connection methods:

- **WiFi Connection:** Supports both 2.4G and 5G dual-band WiFi for flexible wireless setup.
- **Bluetooth Connection:** For initial pairing and simplified setup.
- **Wired (LAN) Connection:** For a more stable and reliable connection, especially if WiFi signal is weak.

1. Open the cam720 app and tap "Add Device" or the "+" icon.
2. Follow the on-screen instructions to select your preferred connection method (WiFi, Bluetooth, or Wired).
3. For WiFi setup, ensure your phone is connected to the same WiFi network you intend to connect the camera to. The app will guide you through entering your WiFi password.
4. For Bluetooth setup, ensure Bluetooth is enabled on your phone and the camera is in pairing mode.
5. For wired setup, connect an Ethernet cable from your router to the camera's LAN port.
6. Once connected, the camera's status indicator will change, and you will see the live feed in the app.

Rich Storage Methods & Playback

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Figure 4.2: Supported connection methods.

4.4 Mounting the Camera

The camera can be mounted on a wall or ceiling. Choose a location that provides optimal viewing angles and is within range of your power source and network.

1. Mark the drilling positions on the wall or ceiling using the camera's mounting bracket as a template.
2. Drill holes and insert the wall plugs if necessary.
3. Secure the mounting bracket using the provided screws.
4. Attach the camera to the mounting bracket.
5. If mounting on the ceiling, you may need to enable the "Flip Image" option in the app settings to ensure the video feed is oriented correctly.

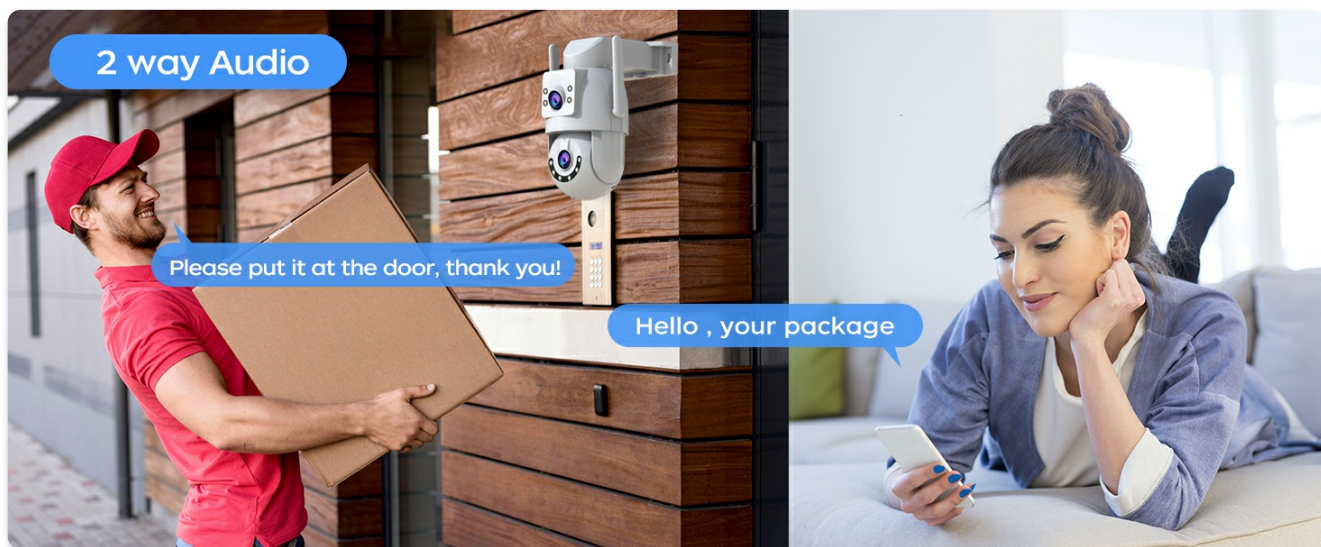


Figure 4.3: Wall-mounted vs. Ceiling-mounted installation.

5. OPERATING THE CAMERA

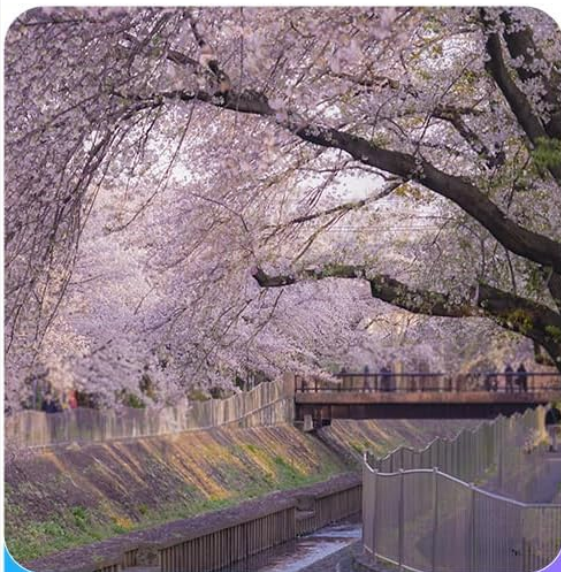
5.1 Live View and Dual Lens Display

Once connected, open the cam720 app to access the live video feed. The app allows you to view both camera lenses simultaneously or switch between them.

高画質 首振りカメラ 355° 90° 水平方向回転 垂直方向回転



画面1です



画面2です



Figure 5.1: Dual lens live view in the app.

5.2 PTZ Control and Auto Tracking

Use the controls within the app to manually pan (left/right) and tilt (up/down) the upper camera lens. Enable the auto-tracking feature to have the camera automatically follow detected motion within its field of view.



Figure 5.2: Auto-tracking in action.

5.3 Two-Way Audio

Tap the microphone icon in the app to speak through the camera's speaker. You can also hear audio from the camera's environment through its built-in microphone.



Figure 5.3: Two-way audio communication.

5.4 Night Vision Settings

The camera offers three night vision modes:

- **Infrared Night Vision:** Provides clear black and white images in complete darkness.
- **Full-Color Night Vision:** Utilizes built-in spotlights to provide color images at night.
- **Smart Color Night Vision:** Automatically switches to color night vision when motion is detected, otherwise stays in infrared mode.

You can select your preferred night vision mode in the camera settings within the cam720 app.



Figure 5.4: Comparison of night vision modes.

5.5 Motion Detection and Alerts

Configure motion detection settings in the app to receive alerts when activity is detected. You can customize detection zones, adjust sensitivity levels, and choose alert types (e.g., push notifications, siren, floodlight activation).



Figure 5.5: Motion detection and alert system.

5.6 Storage Options

The camera supports two primary storage methods for recorded footage:

- **MicroSD Card Storage:** Insert a MicroSD card (8GB to 256GB, not included) into the designated slot on the camera. The camera will automatically record events to the card.
- **Cloud Storage:** The cam720 app offers cloud storage services. A 30-day free trial is typically provided upon initial setup. After the trial, you can choose to subscribe to a cloud plan for continuous recording and remote access to footage.

Packing List



Camera*1



5V1.5A Power Supply*1



3 Meter Power Cord*1



(technical)manual*1



Screwdriver*1

NOTE:
Camera is powered by plug,
not battery

Figure 5.6: Storage options for recorded video.



Figure 5.7: Location of MicroSD port and Reset Button.

6. MAINTENANCE

6.1 Cleaning

To ensure optimal performance and image clarity, regularly clean the camera lenses and body. Use a soft, dry cloth for the body. For lenses, use a lens cleaning cloth and solution designed for optical surfaces to avoid scratches.

6.2 Firmware Updates

Periodically check for firmware updates through the cam720 app. Firmware updates can improve camera performance, add new features, and enhance security. Follow the app's instructions carefully when performing updates.

6.3 Resetting the Camera

If you encounter persistent issues or need to reconfigure the camera, you can perform a factory reset. Locate the reset button (refer to Figure 5.7) and press and hold it for approximately 5-10 seconds until you hear a voice prompt indicating the reset is complete. This will restore the camera to its default settings.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your JOOAN Dual Lens Security Camera.

Problem	Possible Cause	Solution
Camera not powering on.	No power, faulty adapter/cable.	Ensure power adapter is securely connected and outlet is working. Try a different outlet.
Cannot connect to WiFi.	Incorrect WiFi password, weak signal, incompatible network type (e.g., public WiFi), 5G/2.4G band issue.	Double-check WiFi password. Move camera closer to router. Ensure your router supports 2.4G or 5G (if using 5G). Try wired connection if available. Reset camera and try setup again.
Poor image quality / blurry video.	Dirty lens, poor network connection, insufficient lighting.	Clean the camera lens. Ensure stable network connection. Adjust lighting conditions or enable appropriate night vision mode.
Motion detection not working.	Detection settings incorrect, detection zone not set, sensitivity too low.	Check motion detection settings in the app. Adjust sensitivity and define detection zones. Ensure camera is positioned correctly.
Two-way audio issues (no sound/poor quality).	Microphone/speaker muted in app, network latency, physical obstruction.	Check app settings to ensure audio is enabled and not muted. Ensure stable network connection. Clear any obstructions around microphone/speaker.
Camera interferes with other wireless devices.	Frequency overlap, channel congestion.	If possible, change the WiFi channel on your router. Ensure the camera is not placed too close to other sensitive wireless devices. Consider using a wired connection for the camera if interference persists.

8. SPECIFICATIONS

Feature	Specification
Model Number	W3-U
Power Source	Corded Electric (5V)
Connectivity Technology	WiFi (5G/2.4G), Bluetooth, Wired
Video Capture Resolution	3 MP
PTZ Rotation	Pan 355°, Tilt 90°

Feature	Specification
International Protection Rating	IP66 (Weatherproof)
Storage Options	Cloud Storage, MicroSD Card (8-256GB)
Material	Acrylonitrile Butadiene Styrene (ABS)
Item Weight	1.12 pounds
Recommended Uses	Indoor/Outdoor Surveillance

9. WARRANTY AND SUPPORT

For warranty information, please refer to the specific terms and conditions provided with your product packaging or visit the official JOOAN website. JOOAN is committed to providing high-quality products and customer satisfaction. If you require technical assistance or have questions not covered in this manual, please contact JOOAN customer support through their official website or the contact information provided in the product packaging. You can also visit the [JOOAN Store on Amazon](#) for more information and support resources.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

